



## KanCare Educational Tours

# Amerigroup: A Leader in Managed Care

- We have **16 years** of experience providing access to health care for **2.7 million members** in **13 states**, focusing solely on **federal and state programs**.
- We're one of the **first** companies to **integrate** coordination of physical, behavioral and social needs while emphasizing **community-based care**.
- We **lead** managed care organizations in the U.S. in serving **aged, blind and disabled** populations—over **230,000 members**.
- **Member-centric** care is at the heart of our business. Our coordination and provider collaboration programs ensure that members receive care for all facets of their health.
- We work with providers, community-based organizations and outreach services to bring health care to **your neighborhood**. We also help with non-health needs. Our Foundation and employees have donated **\$15.5 million** and more than **64,100 hours** to the communities we serve.

# What we Offer

From moms and kids to the frail elderly and people with disabilities, Amerigroup knows what KanCare members need and what providers need to serve them:

- **Extra benefits** like adult dental, incentive accounts and extra respite care
- **Disease management** programs to keep chronic conditions at bay
- **Long-Term Services and Supports (LTSS)** that promote home- and community-based living
- **Help** navigating the health care system and coordinating care
- **Case management** programs that address physical, behavioral and social well-being
- **Robust tools and reports** to make providing care easier

## Disease Management Programs\*

- Asthma
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Diabetes
- HIV and AIDS
- Major depressive disorder
- Schizophrenia
- High-risk obstetrics/neonatal ICU
- Hypertension
- Obesity
- Bipolar disorder
- Transplant services
- Substance Abuse



*\*Programs in green are NCQA accredited*

# Our Care Planning, Coordination and Transition

The services we offer...

- Early and preventive services
- Face-to-face visits for all members accessing LTSS
- Service coordinators who live in the communities they serve
- Coordination of medical, social, behavioral and faith-based care
- Precertification waivers for new members receiving existing authorized services
- Support for providers to care for members

...add  
value  
by

- Ensuring members receive care that is unique to their needs
- Building trusting relationships between members and care managers
- Maximizing independence for members
- Avoiding unnecessary hospitalizations and institutionalized care
- Preventing gaps in care during transition periods



# Our Extra Benefits for all KanCare Members

Amerigroup offers a rich set of extra benefits to all eligible members:

<b>Dental care</b> for adults – two <b>free</b> cleanings per year	<b>Free</b> help getting a GED
Up to \$200 in <b>free</b> over-the-counter items for going to doctor visits and getting health screenings	Help getting <b>free</b> SafeLink® mobile phone service, with: <ul style="list-style-type: none"><li>• <b>No-cost</b> health tip text messages</li><li>• <b>Free</b> minutes to call us</li></ul>
<b>Free</b> stop smoking program for adults	<b>Free</b> health resources and coaching for pregnant women
<b>Free</b> weight loss program for adults	<b>Free</b> healthy living coaching for pre-teens
<b>Free</b> relationship counseling	<b>Free</b> special bedding for people with allergies
<b>Free</b> career development videos	<b>Free</b> teeth whitening for adults 21 and over with certain conditions
<b>Free</b> professional outfits for job interviews	Coupons & discounts for <b>savings</b> at local retailers

# Our Extra Benefits for SSI and Waiver Members

Benefit	Group
<ul style="list-style-type: none"> <li>• <b>Extra</b> over-the-counter (OTC) medicines with mail order</li> <li>• <b>Free</b> rides to community health events</li> <li>• <b>Free</b> caregiver transportation to providers</li> <li>• <b>Free</b> in-home pest control (excludes members with mental retardation in intermediate care facilities and members in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	All waiver groups Members receiving SSI
<ul style="list-style-type: none"> <li>• <b>Extra</b> respite care (caregiver support; excludes members with mental retardation in intermediate care facilities and members living alone or in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	Autism, Developmental Disability and Serious Emotional Disturbance waiver groups
<ul style="list-style-type: none"> <li>• <b>Respite care</b> (caregiver support; excludes members with mental retardation in intermediate care facilities and members living alone or in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	Frail Elderly waiver group
<ul style="list-style-type: none"> <li>• <b>Free</b> special career development activities</li> </ul>	Traumatic Brain Injury, Developmental Disability and Physical Disability waiver groups

# Our Member and Provider Support Services

## Members:

- Amerigroup on Call, where you can talk to a doctor any time of the day or night
- Amerigroup Mobile app, where you can download your ID card and search for a provider from your smartphone
- Health A to Z, our online health resource library with symptom checkers, information on hundreds of topics, and other tools
- Online communities where you can talk to others with similar health issues
- Health assessments to identify your special health care needs so we can help you stay healthy

## Providers:

- Local Provider Relations staff in addition to online and toll-free support services
- Orientation, education and ongoing support through our account management services
- A dedicated support unit to resolve problems immediately
- Cross-functional teams to help you with more complex issues
- Over 1,000 doctors, nurses and social workers to execute disease and care management programs for conditions common to our members

# What we Offer our Providers

For years, we've worked with long-term services and supports and home- and community-based service providers. We've refined our model to make it easy to do business with us:

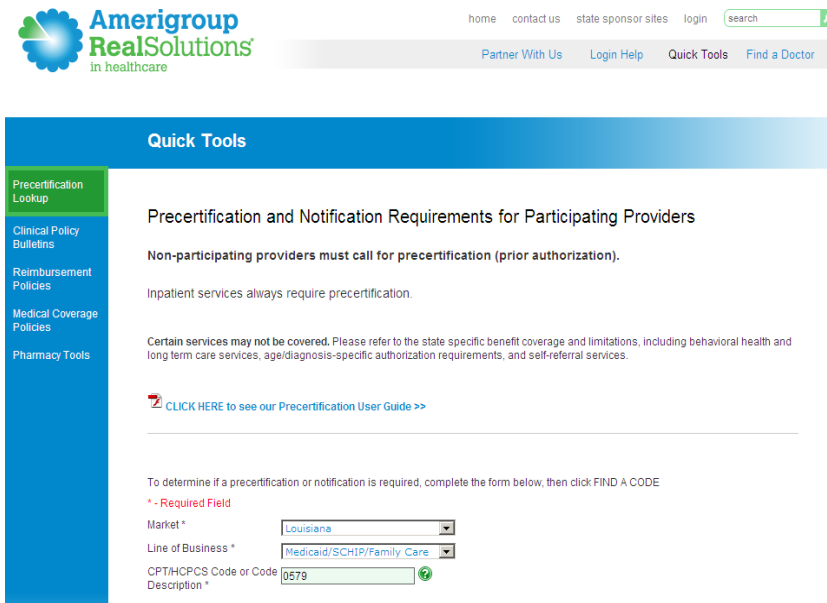
- **Over 98% of claims** from Nursing Facilities and HCBS providers are paid **within 14 calendar days**, and **over 99.5%** are paid **within 21 calendar days**.\*
- We use electronic claims submission/resubmission, status, payments, and EOP systems so providers **always know where their money is**
- Our educational sessions **customized for waiver population providers** ensure they have **the support they need** to provide care to members
- We configure our systems to auto-adjudicate most LTSS claims so providers are **paid timely and accurately**





# We Make Precertification Easy

Precertification is required for all nursing facility admissions and LTSS services. We give providers the tools they need to keep their practices moving:



The screenshot displays the Amerigroup RealSolutions in healthcare website. The top navigation bar includes links for home, contact us, state sponsor sites, login, and a search bar. Below this, a secondary navigation bar offers links for Partner With Us, Login Help, Quick Tools, and Find a Doctor. The main content area is titled "Quick Tools" and features a sidebar with links to Precertification Lookup, Clinical Policy Bulletins, Reimbursement Policies, Medical Coverage Policies, and Pharmacy Tools. The "Precertification Lookup" section is active, showing "Precertification and Notification Requirements for Participating Providers". It includes instructions for non-participating providers, a note that inpatient services always require precertification, and a warning that certain services may not be covered. A link to the Precertification User Guide is provided. Below this, a form titled "To determine if a precertification or notification is required, complete the form below, then click FIND A CODE" contains three fields: "Market \*" (set to Louisiana), "Line of Business \*" (set to Medicaid/SCHIP/Family Care), and "CPT/HCPCS Code or Code Description \*" (set to 0579). A green checkmark icon is visible next to the code field.

- Automated precertification, eligibility and claims status verification website
- Dedicated 1<sup>st</sup> call resolution Customer Service line just for LTSS programs
- Authorization waivers for existing authorized service for recently enrolled members

# Amerigroup Offers Real Solutions



## For Providers

- ✓ Our member-centric care model means your hard work ensures better health outcomes
- ✓ Our focus on service coordination ensures medically and functionally necessary services are authorized
- ✓ No-hassle online tools and local support with national resources make it easy for you to do business with us
- ✓ A collaborative approach gives you more time to focus on your practice

## For Members

- ✓ Care managers who meet with you in-person allow you to get care that meets your health goals
- ✓ A large network of quality doctors and hospitals who care about your health make sure you have access to the care you need
- ✓ Extra benefits help you and your family live healthier lives
- ✓ Our promise to your community and events in your neighborhood mean more help for everyone

